

ACTIVE CASES
Analysis of November 2005 QA Results for Food Stamps

Sample Size 77
(drops excluded)

Totals for November 2005:

LOCATION	TOTAL SAMPLE ISSUANCE	# of ERROR CASES	ERROR DOLLAR TOTAL	PERCENT DOLLARS IN ERROR	FFY 2006 ERROR RATE
STATEWIDE	\$15,784.00	7	\$ 454.00	2.9%	3.8%
MILWAUKEE	6,027.00	3	143.00	2.4 %	4.7%
BAL- STATE	9,757.00	4	311.00	3.2 %	3.3%

ERROR CAUSES BY TYPE

- 5- Agency Preventable Errors
- 2- State Errors (CARES, or policy unclear)

OVERVIEW OF THE ERRORS AND WHERE THEY OCCURRED:

Of the 5 Agency Preventable Errors, 1 was in Milwaukee, and one each in Winnebago, Langlade, Fond du Lac, and Juneau Counties.

TYPES OF A.P.E. ERRORS (5):

Unearned Income (1):

- Agency failed to query and budget Unemployment Compensation income at review.

Shelter & Utilities (4):

- Agency failed to verify and budget correct rent (2)
- Agency failed to budget mortgage (1)
- Agency failed to budget correct SUA. Gave Heat SUA in error.

TYPES OF CARES ERRORS (2):

- Two identical errors occurred in Milwaukee where the SMRF wasn't sent out in the month it should have. Both happened because the cases were in review mode, and happens with the two-worker module (ESS and W2). The ES confirmed FS at review, and alert is sent to W2 worker and not run same day. When it is confirmed it re-sets the review date and resets a new SMRF month.

WHEN WERE THE AGENCY PREVENTABLE ERRORS MADE? Two _APEs were made at application, and three at review.

EFFECT OF SMRF PROCESS: Two errors related to the way the SMRFs are triggered and the SMRF dates are set.

TRENDS OR RECOMMENDATIONS:

- (1) Surprisingly large number of shelter and utility errors.
- (2) CARES-related SMRF problems should be addressed by systems.

BIGGEST "CONTRIBUTORS": The cases that caused the largest dollar errors for November 2005 (including client errors):**Langlade County, \$120 Agency Preventable Error:**

Agency budgeted too much rent. Complicated by the fact that the landlord was also employing FS participant to work at apartments so only charged a portion of the total rent to the person. The in-kind income was excluded to pay the rent, so cannot also be used as a rent expense.

Winnebago County, \$98 Agency Preventable Error:

Unemployment Compensation was known by agency at review. Agency ran review and confirmed benefits on November 2, effective November 1, and then directly after that they entered the Unemployment Comp. income, but the FS for November were already generated from the confirmation they had just made, so it wasn't budgeted until the next month.

mbw 03/24/2006